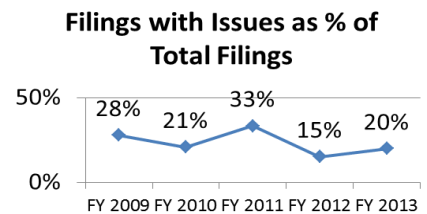
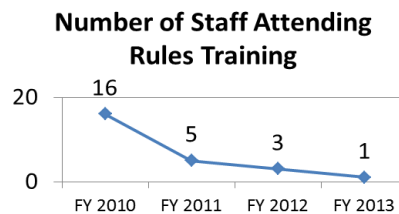
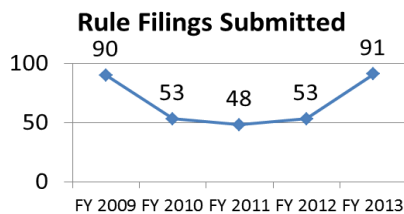


# Department of Human Services

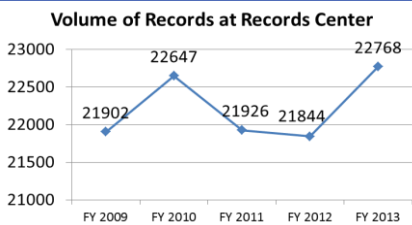
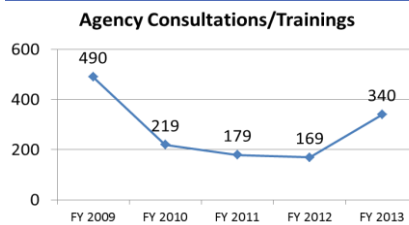


## DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

### Administrative Rules



### Archives and Records Service



### Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 19.83	\$ 18.68
Average cost per office square foot (operations & maintenance)	\$ 4.98	\$ 4.78
Total Capital Improvements Budget	\$ 27,072,000	\$ 3,878,151

### Finance

	FY 2013
Post-Audit Error Rate*	9.40%
Employees with time-based pay NOT using ESS for time entry	2.23%
P-card Dollars Spent**	\$ 1,466,590
*State Average: 3.59%      ** % of State P-card spend: 7.41%	

### Fleet

	FY 2012	FY 2013
Count of vehicles	494	465
Total miles traveled	6,321,440	5,335,811
Underutilized vehicles (mileage below the bottom quartile)	78	59
Annual lease savings from Fleet Operations	\$ 640,224	\$ 602,640

### Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 8,775,493	\$ 9,144,975
Pieces of Mail Processed	557,422	522,231
Number of Surplus Items	4,492	3,680

### Risk Management

